

## Appendix 6 – Sample Customer Service Comment Card

### 2016 Tofte Campground Prospectus

Side one of user comment form:

We want your experience on the Superior National Forest to be a positive one. Please help us by completing this short comment form. Thank you!

Area \_\_\_\_\_ Have you been here before?      Y      N

Date of visit: \_\_\_\_\_ Residence: State/Country \_\_\_\_\_

Please check all activities you have participated in during your trip:

- |   |  |
|---|--|
| <input type="checkbox"/> Camping          | <input type="checkbox"/> Swimming                    |
| <input type="checkbox"/> Hunting          | <input type="checkbox"/> Boating (non-motorized)     |
| <input type="checkbox"/> Backpacking      | <input type="checkbox"/> Boating (motorized)         |
| <input type="checkbox"/> Fishing          | <input type="checkbox"/> Wildlife/Nature Observation |
| <input type="checkbox"/> Picnicking       | <input type="checkbox"/> Motorcycle/ATV/4x4 Touring  |
| <input type="checkbox"/> Mountain Biking  | <input type="checkbox"/> Visiting Historical Sites   |
| <input type="checkbox"/> Family Gathering | <input type="checkbox"/> Viewing fall colors         |
| <input type="checkbox"/> Day Hike         | <input type="checkbox"/> Other: _____                |

FOLD HERE

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Mailing Address Here  
(The text on the back of this postcard is on the next page )

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2016 Tofte Campground Prospectus

Please grade your visit in the Superior National Forest, Tofte Ranger District Campgrounds :

	<b>Excellent</b>		<b>Satisfactory</b>		<b>Poor</b>
	A	B	C	D	E
1. How was the overall cleanliness of the area (litter, campgrounds, toilets, etc.)?					
2. How safe and unthreatened did you feel in the area (adequate law enforcement, ranger contacts)?	A	B	C	D	E
3. Were campground personnel accessible if needed?	A	B	C	D	E
4. Was information provided and were your questions handled to your satisfaction?	A	B	C	D	E
5. Were personnel courteous and helpful?	A	B	C	D	E
6. Are the facilities functional, safe, and well maintained?	A	B	C	D	E

**Comments** (Please use this section to tell us anything you think we should know, i.e., do you have any comments on how we could improve your recreation experience, or is there something in particular you enjoyed about your visit here?):

Name \_\_\_\_\_ Phone \_\_\_\_\_

We will gladly respond to your questions or comments!